Reach Out
Personalising Day & Community Services

Customer User Manual

Version 0.1

13.10.2010

Paradigm

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1 INTRODUCTION

Welcome to Reach Out.

Reach Out has been created and designed as a practical online tool to support the development of day and community services to enhance communities and the lives of the people who use them.
As a member of Reach Out you have joined a community of dedicated people from across the country working to ensure the development of day opportunities for all. A community to:

- share ideas, resources and support to drive change both locally and nationally
- work to a future where support and opportunities encourage community participation for all.

Reach Out has been developed by Paradigm in partnership with eight local authorities, a practical tool that:

1. outlines a guide for service change that works towards a set of eight community outcomes and has a focus on community participation and employment
2. includes a process for collecting person centred information and aggregating to plan service change
3. offers an effective tool for commissioners and those responsible for personalisation to evidence whether services deliver outcomes for individuals with reporting tools that enable outcome monitoring of individual services and comparison with services across a local authority, a region or the country
4. outlines a process for costing and pricing services to enable people with personal budgets to purchase directly
5. allows you to benchmark the cost of services locally and nationally
6. facilitates an online forum to share ideas, resources, good practice and get support from those who have done it to focus on us working and learning nationally
7. AND MORE......

Reach Out is simple to use but this simple manual and the narrated presentations have been designed to support you as you start.

We hope you find Reach Out becomes an invaluable tool which links you with colleagues across country to drive change and increased opportunities for all.

Please keep in touch, directly or via the forum on the website to let us know how you are doing.

Sally Warren
(MD Paradigm)

2 IMPORTANT SYSTEM INFORMATION

This system has a number of security measures built into it to protect the confidentiality and integrity of live data – particularly that relating to identifiable individuals.

Of these, there are two that have a particular bearing on how you work with the system.

2.1 System Time Out

You can use the system continuously for as long as you need. However, if after you have logged on, the system is left inactive for 30 minutes it will 'time-out'. This means that any attempt to use the system after that period of inactivity will result in;

    a) A 'Time-Out' message being displayed
    b) You being logged out of the system
    c) The system login screen being displayed

If this happens, you can log in again with your username and password as normal.

2.2 Username and Password

Access to both the live system and the training version of the system are protected by the need to enter a username and password.

You will be issued with a username and password for the systems by your **REACH OUT** Administrator.

All users within your organisation need to be aware of the need to protect the security and integrity of their usernames and passwords.

These should not be shared with, or divulged to, other people.

Failure to comply with this requirement will compromise the security and confidentiality of the data – particularly identifiable personal data -- held on the system.

In certain circumstances it may also be associated with an infringement of commercial confidentiality and copyright.

2.3 Queries and Problems

If you, or your users have queries about or problems in using, the **REACH OUT** system, please contact your **REACH OUT** Administrator.

3   GETTING TO THE SYSTEM

Getting into the system is pretty easy.

To do so, you will need a **username** and a **password**. These should be given to you by your local authority, PCT or other organisation who provides the day services. Do not lose them – they are the only way you can get in to the **Reach Out** system.

Go to your computer and open up your web browser.

Go to the **Reach Out** members' area at: www.reachout.uk.net/members/

3.1   Logging On To The System

Once you are there, you will see the 'Log In' screen like the one below.

*Enter your personal **username** in the 'Username' box*

*Enter your personal **password** in the 'Password' box*

(Remember to enter in both ***exactly*** as they were given to you.)

Click the 'Log in' button.

If you have entered in your username and/or password incorrectly, you will see a screen like that shown below.
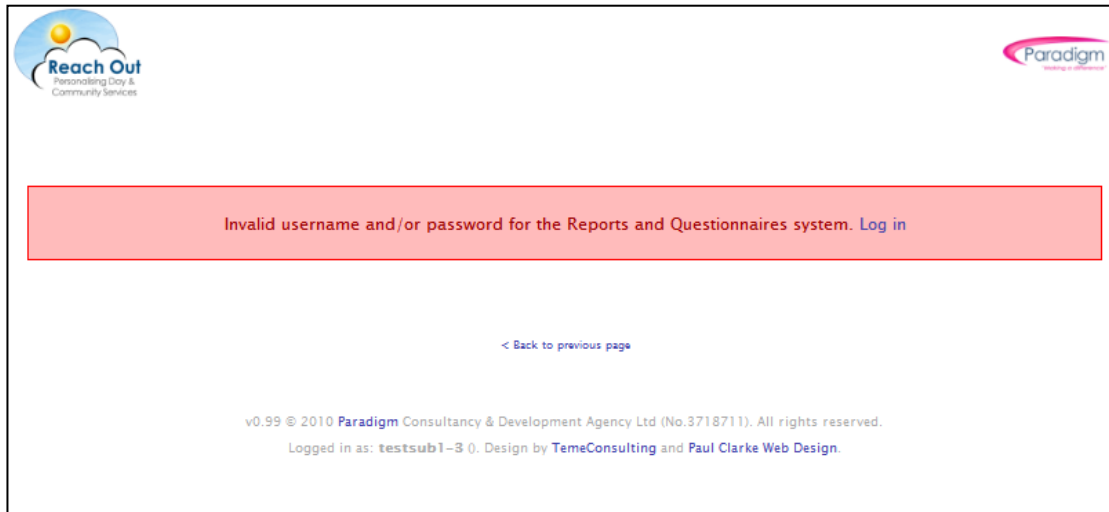
Click 'Back to previous page' and try again.

If you have entered the username and password correctly, you will see the following screen.
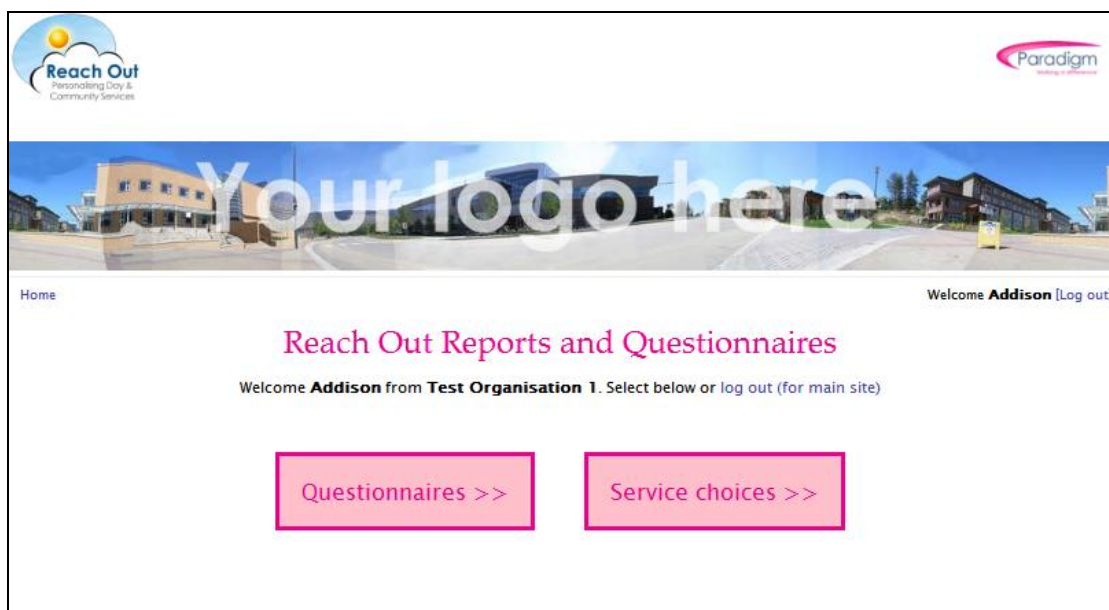
Here, you will see two buttons. One takes you two set of questionnaires;

- One asks what you expect from the service

- The other asks you what you think of a service once you receive it.

The second button takes you to where you can indicate what service(s) you would like in an ideal world – and when you would like them.

4   QUESTIONNAIRES

Clicking the 'Questionnaires' button will take you to this screen.
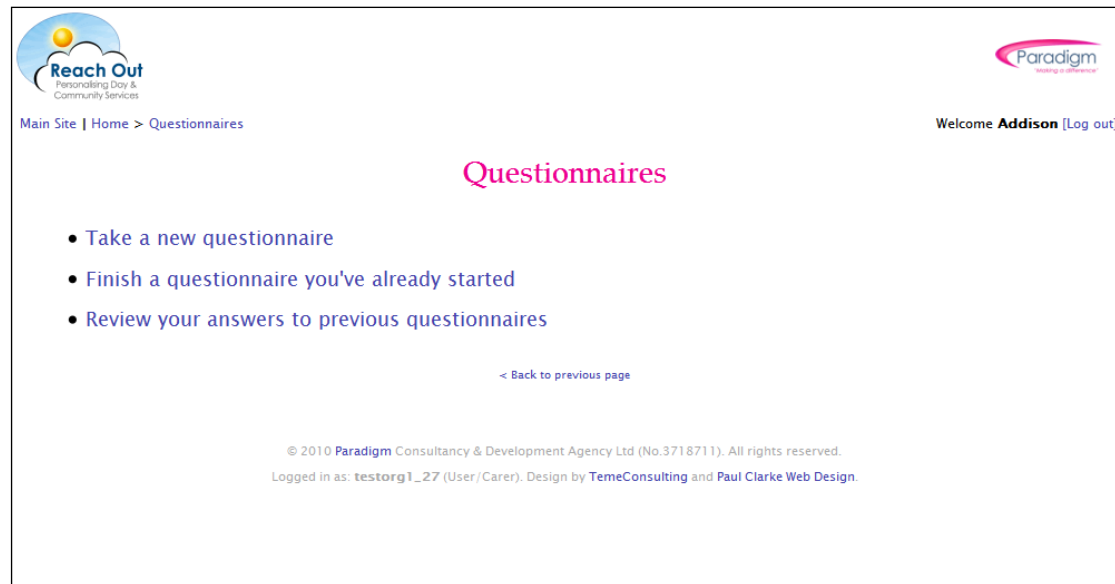
Here you will see that you have three options;

- Taking a new questionnaire

- Finishing a questionnaire you have already started

- Reviewing your answers to previous questionnaires

Let's begin by taking a new questionnaire.

4.1 Taking a new Questionnaire

Click the 'Take a new questionnaire' option.

When you have doen this, you will find that you have two options.

The first is a questionnaire about what you want from the service. This will normally only be taken once. This will be before you start using a service.

The second questionnaire gives you the opportunity to say what you think of a service. Normally, you will do this once you have been using the service for a while.

If you are using the service over a period of time, you may be asked to fill this in fairly regularly – say once a year.
As you will see from the next screen that appears, both questionnaires take around 5 to 10 minutes to complete.

If you want to stop filling in a questionaire, and come back to complete it later, you can do so. We'll show you how to do this in a bit.

4.2 What I Want From The Service

If you are just starting out, then you will need to tell us what you want from a service.

Click the grey 'Take' button to the right of the 'What I want from the Service' option on this screen.

This will take you to the screen below. Now *click the grey 'Next' button in the middle*.

Once you have done this, the screen will show a number of pages like those shown below.

What I want from the Service

0% complete

1: I take part in community life

I want to.....

		Very Important	Important	Neutral	Fairly Unimportant	Not Important at all
1	...be given a choice in whether I take part in community activities	☐	☐	☐	☐	☐
2	...choose which community activities I take part in	☐	☐	☐	☐	☐
3	...access local leisure facilities	☐	☐	☐	☐	☐
4	...access local sports facilities	☐	☐	☐	☐	☐
5	...access libraries	☐	☐	☐	☐	☐
		Very Important	Important	Neutral	Fairly Unimportant	Not Important at all
6	...access community centres	☐	☐	☐	☐	☐
7	...access drop-in and advice services	☐	☐	☐	☐	☐
8	...go to cafes, restaurants and pubs	☐	☐	☐	☐	☐
9	...use local shops and businesses	☐	☐	☐	☐	☐
10	...access local groups, clubs and societies where I can explore my interests and hobbies	☐	☐	☐	☐	☐
11	...contribute to my community (for example by volunteering or supporting other people)	☐	☐	☐	☐	☐
		Very Important	Important	Neutral	Fairly Unimportant	Not Important at all
12	...access transport so that I can go out easily	☐	☐	☐	☐	☐

< Back to previous page

For each question, all you have to do is *click on the box which shows how important a particular bit of the service is to you*.

When you do this, two things happen.

First, a big green tick appears to show the choice you have made.

If you have accidently clicked the wrong box, or changed your mind – no problem! All you have to do is *click the box you really wanted for that question*, and the green tick will appear there instead.

The other thing that happens when you tick a box is that another box appears to the right. This enables you to put in any comments or extra bits of information you want to provide about that question.

The box looks a bit small, but it is a bit like a Tardis. It can hold a lot more information that you type in than the size of the box on the screen. Don't be afraid to put in what you think!

🔆 **One really important thing to remember is that you have to answer every question on a page – otherwise the system gets indigestion**

Once you have completed the last question on a page, a grey button with 'Next>>' on it will appear at the bottom of the page. This is shown in the picture below.

What I want from the Service

☐ ON complete

1: I take part in community life

I want to.....

		Very Important	Important	Neutral	Fairly Unimportant	Not Important at all	
1	...be given a choice in whether I take part in community activities	☐	✔	☐	☐	☐	Comments?
2	...choose which community activities I take part in	✔	☐	☐	☐	☐	Comments?
3	...access local leisure facilities	☐	✔	☐	☐	☐	Comments?
4	...access local sports facilities	☐	☐	☐	☐	✔	Comments?
5	...access libraries	☐	✔	☐	☐	☐	Comments? I really like books
		Very Important	Important	Neutral	Fairly Unimportant	Not Important at all	
6	...access community centres	☐	✔	☐	☐	☐	Comments? Ones near home
7	...access drop-in and advice services	☐	☐	✔	☐	☐	Comments?
8	...go to cafes, restaurants and pubs	☐	☐	☐	✔	☐	Comments?
9	...use local shops and businesses	☐	✔	☐	☐	☐	Comments?
10	...access local groups, clubs and societies where I can explore my interests and hobbies	✔	☐	☐	☐	☐	Comments?
11	...contribute to my community (for example by volunteering or supporting other people)	☐	☐	✔	☐	☐	Comments?
		Very Important	Important	Neutral	Fairly Unimportant	Not Important at all	
12	...access transport so that I can go out easily	☐	✔	☐	☐	☐	Comments?

Next >

< Back to previous page

Click the 'Next>' button, and you will move to the following page.

🔴 **Once you have moved on to the next page, you can go back to check what you entered previously by clicking the** *'< Back to previous page'* **link.**

🔴 **Do not do this if you have only partly answered the questions on the new page – or the answers on the new page will be lost!**

💡 **As you complete each page, you will see a bar in the top left hand corner of the screen telling you how far through the questionnaire you are.**

Once you have completed the questionnaire, this screen will appear.
If you have finished, *click the 'Log out' prompt at the top right hand side of the screen*.

If you want to take another questionnaire, *click the 'Questionnaires' link at the top left hand side of the screen*.

4.3 What I Think Of The Service

The second questionnaire is the one about 'What I think of the Service'. This is the one that you could well be using on a relatively regular basis.

It is concerned with what you think of the service you are currently receiving.

The questionnaire has several uses;

It is to enable you to provide feed-back and let people know what you think of the service you are getting

- It is to enable you – and others – to compare how your expectations of the service have been matched by what you feel about the service you get

- It is to enable you - and others – to compare how your views about the service get better or worse over time

- It also enables service managers to get an overview of how all users feel about the service, so that they can see how and where it needs to be improved.

To take the questionnaire, go to the main questionnaire menu;

Logon

Click the 'Questionnaires' button

Click the grey 'Take>' button to the right of 'Take a new questionnaire' as in the picture above.

💡 **Or if you are already logged into the system**, *click the 'Questionnaires' link at the top left of the screen* then *click the grey 'Take>' button to the right of 'Take a new questionnaire'* as in the picture above.

The system knows whether you are a customer, carer or member of staff/relevant other from your username.

Depending on who you are, you should then see a screen like that below.

Click the 'Next>' button to continue on to take the questionnaire.

From here on, the process is exactly the same as it is for the first (*What I expect from the Service*) questionnaire.

Click on the answer to each question in turn – a big green tick will appear.

You can change your answer by ticking another box for the same question.

Enter in any comments you have to make in the box that appears to the right of each question once you have ticked your answer.

You **must** answer all of the questions.

When you have reached the end of a page, *click the 'Next' button at the bottom of the screen* to move on to the next page.

🔴 **Once you have moved on to the next page, you can go back to check what you entered previously by clicking the** *'<< Back to previous page'* **link.**

🔴 **Do not do this if you have only partly answered the questions on the new page – or the answers on the new page will be lost!**
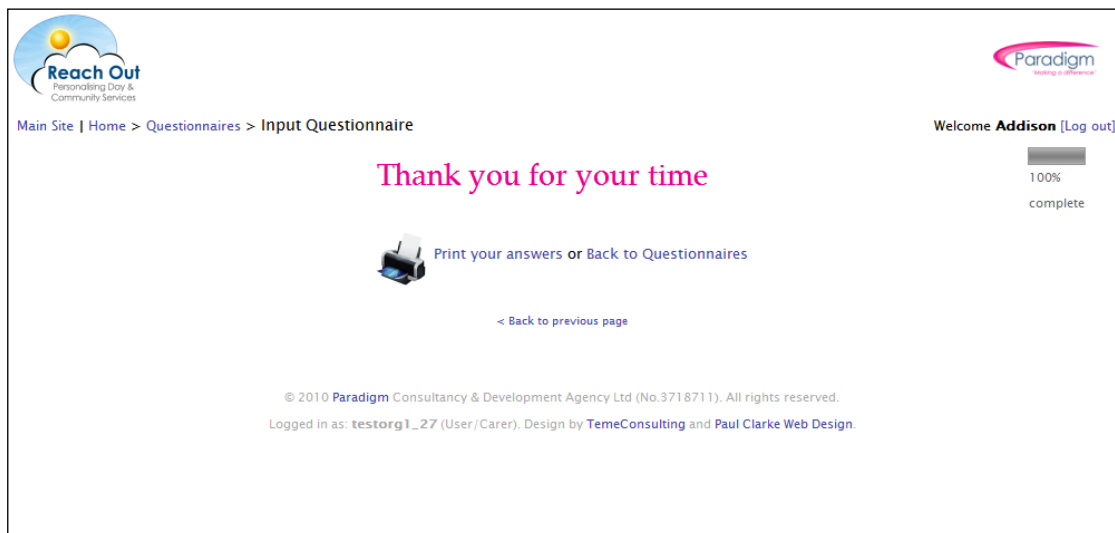
🔴 **As you complete each page, you will see a bar in the top left hand corner of the screen telling you how far through the questionnaire you are.**

Once you have completed the questionnaire, this screen will appear.
If you have finished, *click the 'Log out' prompt at the top right hand side of the screen*.

If you want to take another questionnaire, *click the 'Questionnaires' link at the top left hand side of the screen*.

4.4 Stopping And Re-Starting Questionnaires

If you need to, you can stop doing a questionnaire part way through and come back to complete it later.

 The really important thing to remember here is that the answers for a given page are only saved once you have completed the page and clicked the grey 'Next>' button at the bottom.

If you have completed all the answers on a page and *clicked the grey 'Next>' button*, you can leave it and finish it off when you have time.

The most obvious way to leave a questionnaire part completed is to *click the 'Log out' link* at the top right of the screen.

Depending on what you want to do, you can also *click the 'Home' or 'Questionnaires' links* at the top left had side of the screen.

4.5 Restarting the Questionnaire

When you are ready to come back and complete the questionnaire, you need to do this;

Log on

Click the 'Questionnaires' button

Click on the 'Finish a questionnaire you've already started' link on the screen below

This will take you to the following screen

Click the grey 'Complete>' button to the right of the questionnaire you want to complete.

You will then be taken straight to where you left off. So, if you completed page 1, you will be taken to the top of page 2.
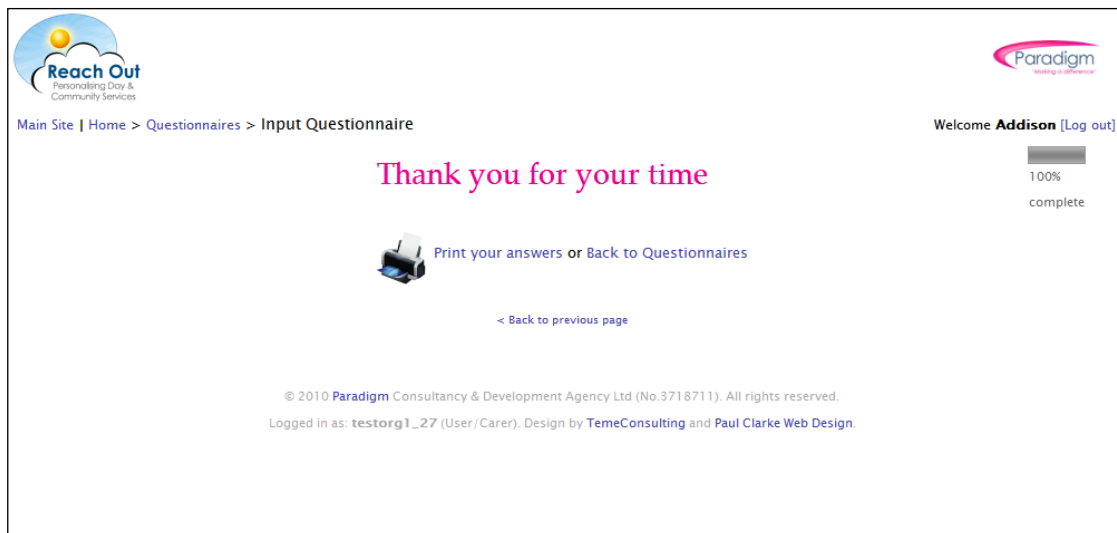
From there, you can complete the questionnaire as normal.

You can stop and restart the questionnaire as many times as you want, so long as you use the procedure outlined above.

4.6 Printing Off Questionnaires

Once you have finished a questionnaire, this screen will appear.
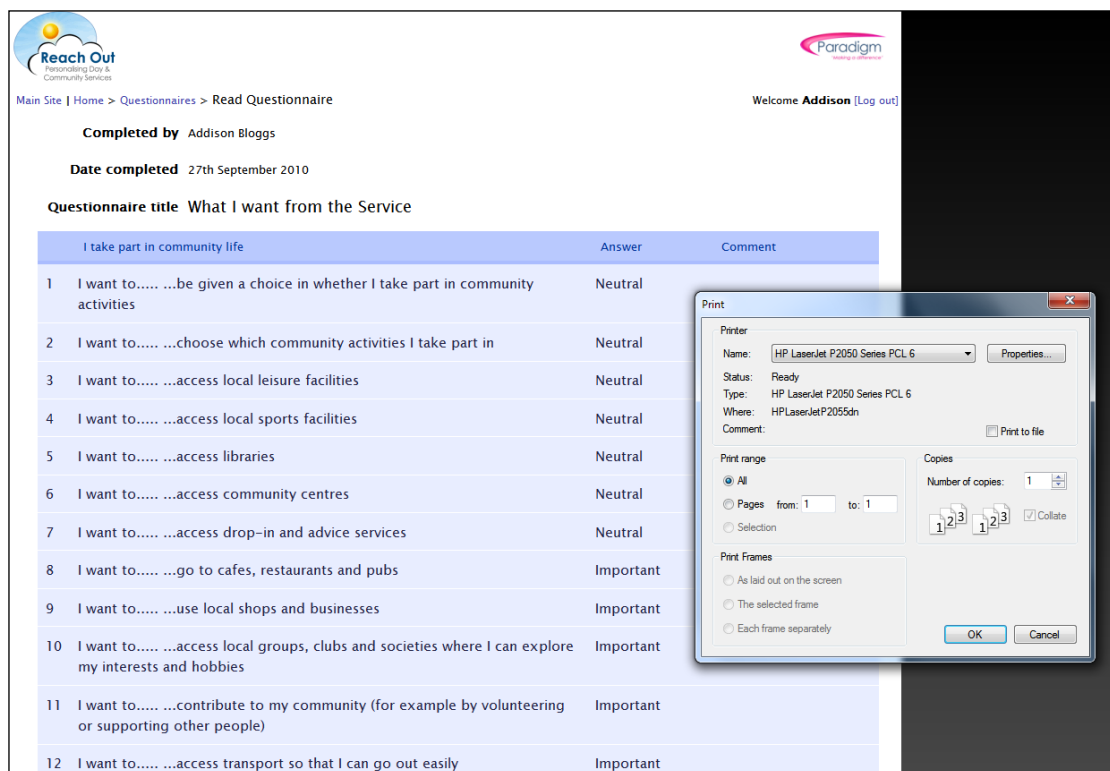
You now have the opportunity to print off the answers you gave in the questionnaire to keep for later.

To do this, *click the 'Print your answers'* link.

You may have a little 'Print' pop-up box appear. If the right printer is shown in the bit at the top, *click the 'OK' button* and your questionnaire responses should print off.

If the wrong printer shows up, *click the downward facing arrow to the right of the printer name*. **A list of printers should appear**. *Click on the one you want, then click the 'OK' button*.

Once you have printed off the questionnaire, you will be left with a screen like this;

If you have finished, *click the 'Log out' prompt at the top right hand side of the screen*.

If you want to take another questionnaire, *click the 'Questionnaires' link at the top left hand side of the screen*.

4.7 Review Answers To Previous Questionnaires

There may be times when you have not printed off the answers to questionnaires you have filled in. You may even have lost them.

Don't worry. You can always go back and look at your answers. If you want to, you can also print them off again.

To do this, you need to do the following;

Log on

Click on 'Questionnaires'

You will see the screen below.

Click on the prompt which says 'Review your answers to previous questionnaires'

Having done that, you will be taken to a screen like the one below.

This shows all the questionnaires you have completed in the past.

Find the questionnaire you want to see.

Click on the 'View your answers' prompt on the right hand side of where that questionnaire is listed.

You will then be taken to this questionnaire.

Completed by Addison Goodrich

Date completed 12th June 2010

Questionnaire title What I think of the Service

I take part in community life		Answer	Comment
1	I am.... ...given a choice in whether I want to take part in community activities	Sometimes	
2	I am.... ...given a choice as to which community activities I take part in	Sometimes	
3	I am.... ...supported to access local leisure facilities	Sometimes	
4	I am.... ...supported to access local sports facilities	Rarely	The transport doesn't turn up
5	I am.... ...supported to access libraries	Rarely	
6	I am.... ...supported to access community centres	Rarely	
7	I am.... ...supported to access drop-in and advice services	Sometimes	
8	I am.... ...supported to go to cafes, restaurants and pubs	Sometimes	Staff at home forgot to give me money
9	I am.... ...supported to get to local shops and businesses	Rarely	
10	I am.... ...supported to access local groups, clubs and societies where I can explore my interests and hobbies	Rarely	

4.8 Printing off the questionnaire

If you want to, you can print off that questionnaire and the answers you gave.

40	I am able to choose Support staff with the right personality, skills and experience to support me	Always	
41	I am able to change who supports me if it is not working well for me	Always	
	I get support to continue in my caring role (to be completed by Carer)	Answer	Comment
42	I can take a break from my caring role in the way I choose and that works best for me (select Sometimes if you are not a Carer)	Sometimes	I want my son to keep going 4 days a week
43	I have enough time to take care of myself and achieve what I want to in life (select Sometimes if you are not a Carer)	Sometimes	
44	I am included in planning, making changes and checking that things are going well for the person I care for (select Sometimes if you are not a Carer)	Most of the time	

Print

< Back to previous page

At the bottom of the questionnaire you will see a picture of a printer with 'Print' next to it.

Click 'Print' and your answers will be printed off in the usual fashion.

If you want to look at/print off another questionnaire, *click the '<Back to previous page' link* underneath the printer picture.

This will take you back to the list of questionnaires you have completed.

If you are finished, go to the top of the page and *click the 'Log out' prompt* at the top right hand corner of the screen.

5 CHOOSING SERVICES

This part of the system deals with choices about Services.

It covers Services you, or the person you care for, currently use – and those you would like to use in the future.

To access the Services related modules, you need to;

Log on to the system as normal.

This will take you to the main screen.

Click the 'Service choices>>' option.

This will take you to the screen below.

Services

- Select the services you **currently** use

- Select all the services you **would like to use in the future**

< Back to previous page

5.1 Services You Currently Use

This module allows you to see, and to confirm, the services you currently use.

Click the *'Select the services you currently use'* option on the screen above. This will take you to the screen shown below.
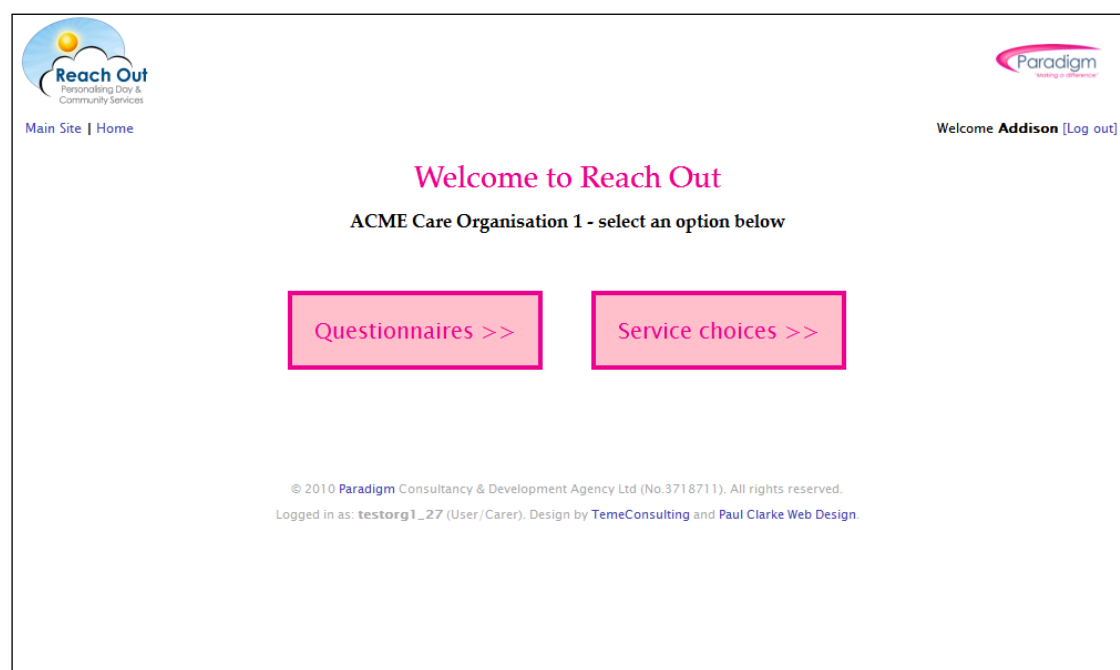
Welcome **Addison** [Log out]

Select the services you currently use

Please select the services you currently use. You have previously selected **3** service(s).

Jump to: Community | Education | Employment | Health | Socializing

Save >>

Community

Name			Select ↓
Green Lane	Show Details		☐
Safe Haven	Show Details		☐
Outreach Community Support	Show Details		☐

Education

Name			Select ↓
Honey Road	Show Details		☐

Employment

Name			Select ↓
Hill House	Show Details		☐

Health

Name			Select ↓
The Beech Centre	Show Details		✔
The Arts Base	Show Details		✔
Signpost	Show Details		☐
All Welcome Cafe	Show Details		✔

Socializing

Name			Select ↓
Move on	Show Details		☐
Insight Day Centre	Show Details		☐
Jazz group	Show Details		☐

Save >>

If there is not a tick next to a service you **currently** use, you can amend this by clicking on the relevant box or boxes. A big green tick should appear in the box you click on.

If you want to see details of the centre from which you receive the service (or any of the others listed) you can do this. Just click on the *'Show Details' prompt next to the relevant service.*

To hide this information again, *click on the 'Hide details' prompt* next to the service.

Once you have made sure that the services you receive have been correctly ticked off, you need to save this information.

To do so, *click the grey 'Save>>' button near the top and at the bottom of the screen*.

This will take you to the confirmation screen shown below.

If you are finished, *click the 'Log out' prompt at the top right hand corner of the screen*.

If you want to indicate the services you would like to choose, *click the 'Back to Services menu' prompt in the middle of the screen*.
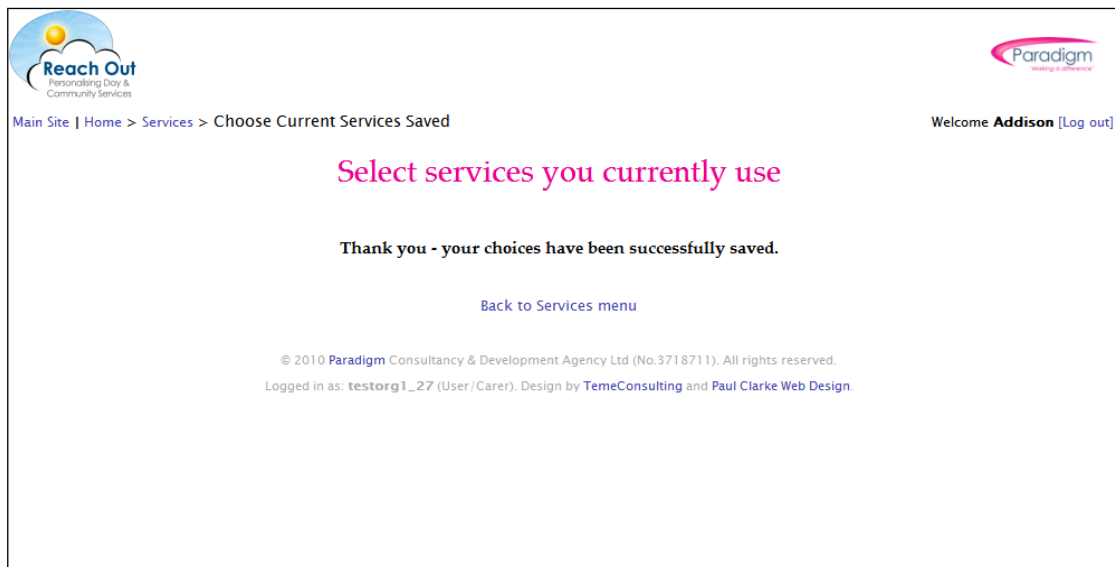
5.2 Services You Would Like To Use

This section enables you to indicate which services you would like to use in the future.

As part of this, you can tell us which days of the week, and at what times you would like to use them.

Please note that this is not a way of booking services. It is simply a way to give service providers an indication of the demand for their services.

That way, they will be able to plan what they offer in a way which most closely matches the needs of you, the customer.

To get to the main services menu, either follow the steps in the last bit of the section above.

If you are coming into the system again then;

Log on

You will see the screen below.
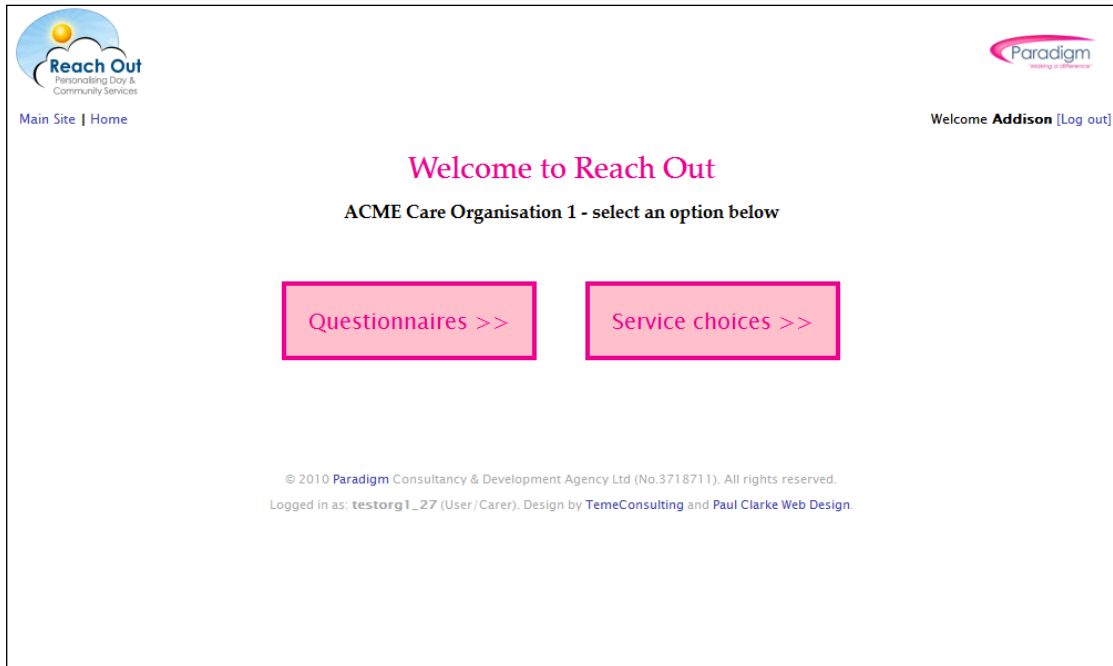
Click on the 'Service choices>>' option.

This will take you to the main Services screen.

Once you are at this screen, *click on the 'Select all the services you would like to use in the future'* option.

Once you have done that, you will be taken through a two step process.

The first will enable you to choose which services you want to use in the future.

The second gives you the opportunity to indicate when, and on what days you would prefer to receive the service.
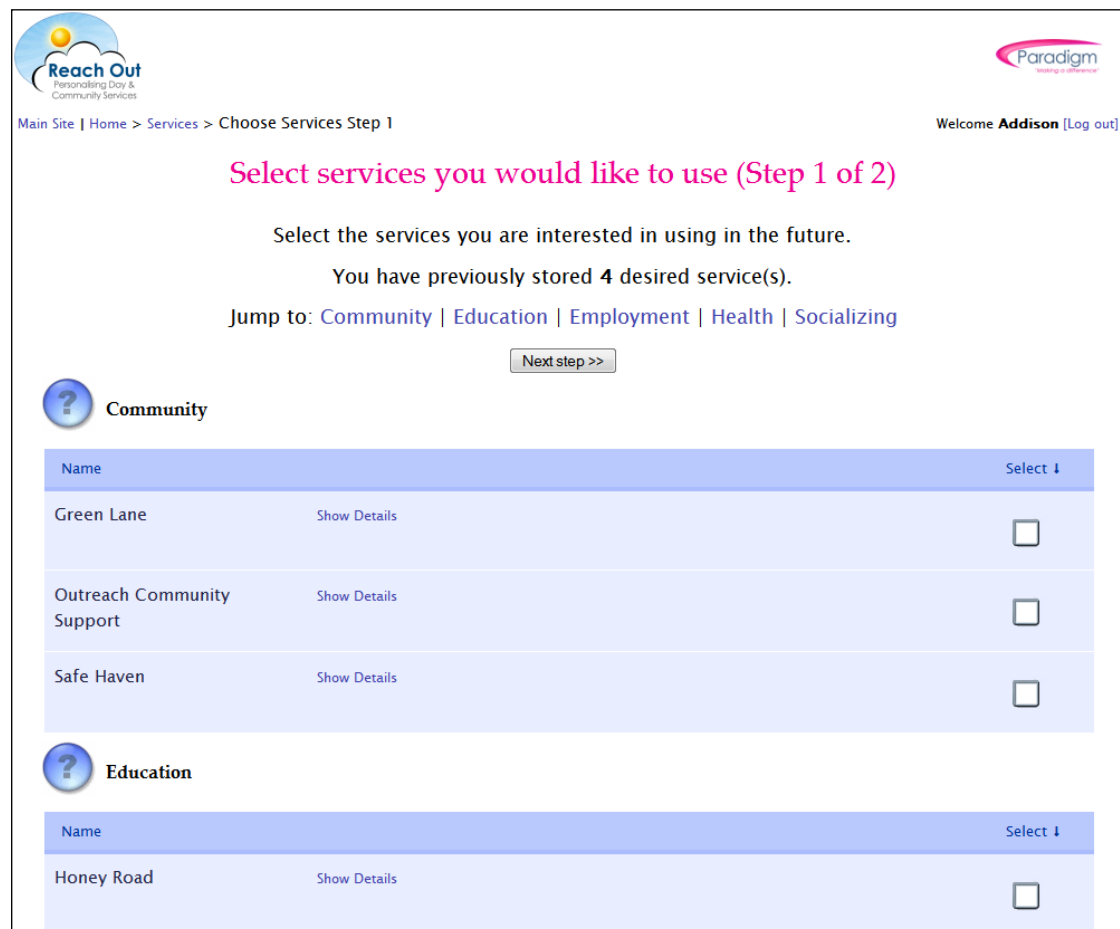
The first step is shown on the screen below.

This gives you a list of the sorts of services provided, and the centres that provide them.

Click on the centres you would prefer to receive the relevant service from in the box on the right of the screen. When you do this, a big green tick appears.

💡 **If you want to see more information about a given centre**, *click the 'Show Details' link next to the name of that centre*.

💡 **If you want to hide the details again,** *click the 'Hide Details' prompt next to the name of the centre*.

💡 **If you already use, or have previously indicated that you want to use, a given service/centre, it will already have a big green tick next to it.**

💡 **If you want to change your mind about a service/centre that you have already chosen, click on the green tick. The tick will disappear and your choice will no longer be selected.**

Once you have chosen the service(s)/centres you would like to use, you can move on to the next step.

Click on the gray 'Next step' button near the top middle, or bottom middle of the screen.

The next step shows you a screen listing all the services/centres you have indicated that you would like to use.

For each of these, it also provides some important additional bits of information.

First, it shows the charge per hour made by the provider for a given service.

Second, depending on the number of hours you choose, it will calculate the weekly cost for each service/centre you indicate your preference for.

Third, it calculates the total weekly cost across all services/centres that you choose, based upon your preferred hours.

Looking at the screen above, you will also see that it lists the days, and the times when services are available at each of the centres chosen.

To choose when you would like to have a service from a given centre, *click on the box for the relevant day(s) and time(s)*. Click on as many as you need.

When you do so, a tick will appear in the box(es).

If you change your mind about your choice of a given day/time slot, *click the ticked box again*, and it will undo your choice and the box will be blank again.

As you tick the boxes, you will see that the weekly cost to you of your choices will appear on the screen.

At the top of the screen you will also see the total weekly cost of all your choices change.

When you have finished making your choices, *click the grey 'Save your choices>>' button at the top/bottom of the screen*.

This will take you to the screen shown below.

If you are finished, *click the 'Log out' prompt at the top right hand corner of the screen*.

If you want to make more entries on the services module, *click the 'Back to Services menu' prompt* in the middle of the screen.
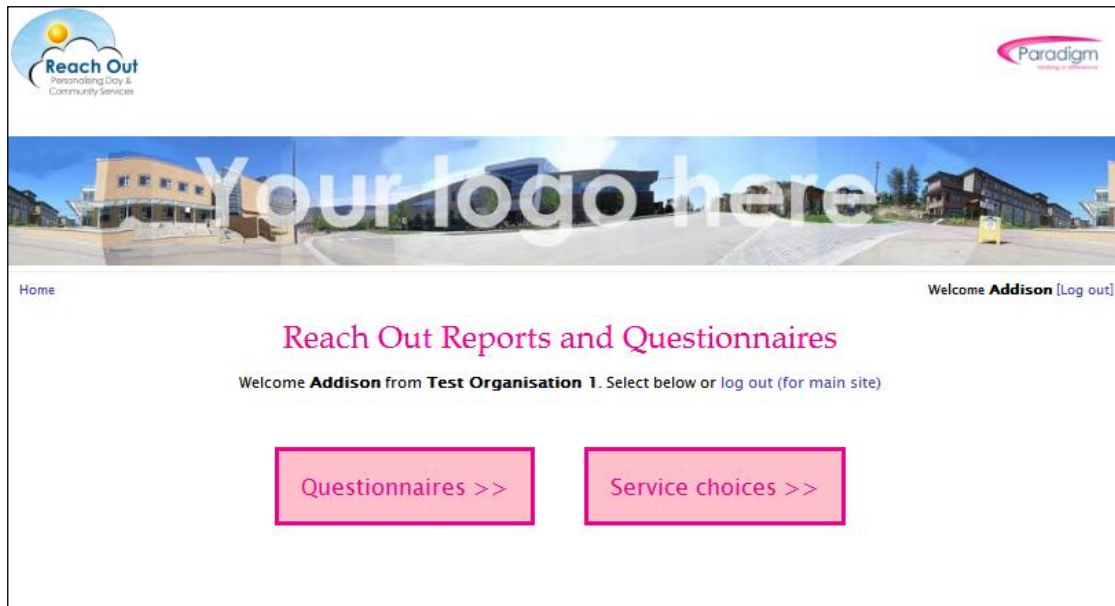
If you want to go to the Questionnaire module, *click the 'Home' prompt* in the top left hand corner of the screen.
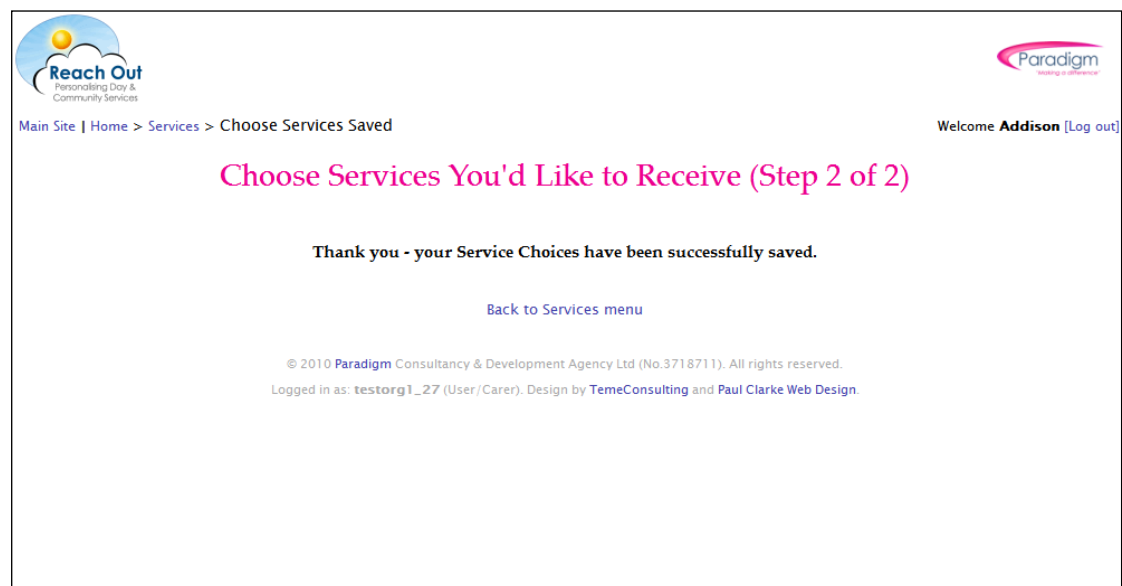
6 LOGGING OUT OF THE SYSTEM

Logging out of the system is quite straightforward.

In the top right hand corner of each screen there is a *'Log out'* prompt.

Click this and you will be logged out of the system.

You will be taken back to the initial log in screen.